

Peak Performance Project

Organizing government around the needs of its customers

Action necessary

No legislative action or funding is necessary at this time. The Peak Performance Project only requires administrative action by the governor and lieutenant governor as the initiative progresses.

The Peak Performance Project is an initiative led by Lt. Governor Kathy Davis to organize the services of state government around the needs of the customer. Indiana's state agencies have been working over years to cut budgets and do more with less. The Peak Performance Project will optimize the delivery of government services by:

- Merging the efforts of state agencies and commissions that have been challenged to improve the efficiency and effectiveness of government;
- Developing a design of Indiana state government based on performance goals:
 - Define customers and goals of all 76 state agencies and develop performance plans.
 - Coordinate services to common customers.
 - Propose to merge and co-locate agency functions.
 - Launch new models of government service delivery in neighborhood and community pilot programs. Evaluate roles of federal, state, and local government.

In 2003:

About **1.7 million tax returns** were filed online.

More than 275,000 vehicle registrations were renewed online.

More than 120,000 online criminal history searches have been conducted by schools and government entities at no cost using *accessIndiana*.

More than **593 Indiana employers** are using the Family and Social Services Child Support Employer Payment System. Since the program's inception, FSSA has processed more than \$33 million in child support payments through the site.

The **administration met the goals** of the Balanced Budget and Deficit Management plans by cutting nearly \$1 billion from state spending in the last biennium.

Indiana state government issued 83 percent of its purchase orders to **Indiana companies**.

The Indiana Telecommunications Network provided 96 percent of all public school corporations with network connections, and **helped enable nearly 70,000 distance learning enrollments** over the Indiana College Network.